

City of Redmond 2009 Survey Results

Prepared for:

City of Redmond

November 2009



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EXECUTIVE SUMMARY

Introduction

In 1998 the City of Redmond Mayor's Office decided to seek broad public input prior to the biennial budget process. Consequently, the City hired Gilmore Research Group to conduct a telephone survey of residents to learn about citizen satisfaction and to help establish service priorities for the community. The results of the first survey were presented in August of 1998. Follow-up surveys of the baseline results derived in 1998 were conducted in 2000, 2002, 2004, and 2006. The current survey serves two important functions: it updates results obtained in 2006, and it gathers opinions about new issues and problems that are facing the community today.

Gilmore Research interviewed 437 Redmond residents by telephone, mail, and web-administered surveys between September 17 and November 2, 2009. The survey has a maximum margin of error of 4.7% at the 95% level of confidence.

Purpose and Objectives

The questions in the current survey cover the following broad research objectives:

- Understand residents' perception of the quality of life in Redmond and perceptions of the top issues facing the City today.
- Determine the use of, and level of satisfaction with, specific City services such as police, fire, transportation, parks and community events.
- Discover perceptions about City growth and the direction the City is going in the future.
- Investigate areas where residents would prefer more emphasis from the police, fire, and parks departments.
- Understand attitudes about traveling in and around Redmond.
- Assess importance of environmental initiatives and resident satisfaction with the City's recycling program.
- Find out which forms of City communication residents find most useful.



Methodology & Sample Design

The City of Redmond contracted with Gilmore Research to conduct a public opinion survey of Redmond Residents to help define the community's needs and desires with respect to the City of Redmond's services to residents. This survey also determined satisfaction levels with the programs, events and services provided by the City of Redmond. Between September 17th and November 2nd, 2009, Gilmore Research Group conducted a multi-mode survey (mail, web and telephone) of 437 Redmond residents.

To conduct the survey, Gilmore used address-based sampling. This sampling technique involves drawing a probability-based sample of households from all addresses within the City of Redmond. As with previous surveys, the City determined that the target sample was residents residing in the 98052 zip code. Areas not within the city limits of Redmond were excluded from the sample draw. Reverse telephone look-up is then used to match names and landline numbers to these addresses.

Gilmore purchased a total of 2,400 addresses from Marketing Systems Group, a nationally recognized sample provider. A total of 1,288 pieces were matched to phone numbers.

Gilmore mailed survey packets to 2,394 residents inviting them to complete the survey either by filling out and returning the enclosed questionnaire or by completing the survey electronically online. (The six people to whom surveys were not mailed had completed the survey in a pre-test.) The survey packets included instructions for logging on to Gilmore's secure server and each household was assigned a unique PIN number to use to ensure that no household completed more than one survey.

Between October 6th and October 25th, 2009 Gilmore's professional telephone interviewing staff attempted to reach households with known telephone numbers that had not yet returned a completed survey. Gilmore received 107 completed surveys by phone. The average questionnaire lasted approximately 21 minutes. All callable sample was attempted up to 5 times at different times of day, on different days of the week and on the weekend.

Altogether, Gilmore received 437 completed surveys; 224 surveys by mail, 113 surveys by phone (including the 6 pre-test surveys), and 100 surveys online.

The Questionnaire

The current questionnaire has been revamped from previous studies. Many questions have been changed to address current issues facing Redmond, however, a set of Performance Measures have been established that will remain unchanged in the future to allow the City of Redmond to track performance in specific areas. These performance indicators are identified by a "P" prefacing the question number on the questionnaire.

A copy of the mail questionnaire can be found in Appendix A.



Margins of Error and Statistical Testing

The maximum margin of error for the entire sample of 437 residents is $\pm 4.7\%$ at the 95% level of confidence. What this means is that we can be 95% confident that when using the entire sample of 437 total respondents, any reported percentage does not differ from the value reported by more than 4.7%.

As sample size decreases, the margin of error increases. Thus, sub-samples, such as demographic groups, will have larger margins of error. The margin of error for any given sub-sample will vary with relation to the sample size.

Throughout this report the words, *respondent* and *resident* are used interchangeably. It is important to remember that the study involved only a statistical sample of residents, rather than a census of all Redmond City residents. Most studies report survey results for *respondents* or *participants* to make this distinction absolutely clear. This report digresses from the conventional way of stating who is involved, so that the reader can digest the material more comfortably.

All comparisons among question replies in this year's results and the five previous surveys were tested for statistical significance using independent Z-tests.



KEY FINDINGS

Quality of Life

Nearly three out of ten respondents rated the quality of life in Redmond excellent (28%), and nearly six in ten rated it above average (59%). Positive aspects such as Redmond's closeness to shopping and parks, the safe atmosphere, and beautiful parks add to the quality of life, while negative aspects such as traffic and congestion take away from resident's quality of life.

Top Issues Redmond is Facing Today

The top issue facing Redmond today is traffic and congestion on the roadways (mentioned by 55%). Growth in the population, transportation/mass transit, and over-building big buildings and apartments are also main concerns of Redmond residents.

Satisfaction with City Services

Just over one-quarter of residents are *very satisfied* with services provided by the City (27%) and another 55% are still *satisfied* with services. This satisfaction rating of 82% is similar to the 86% who were satisfied overall with City services in 2006.

About half of residents have had contact with a City employee in the past year (51%), and 56% of those who had contact reported an *excellent* customer service experience. The top reasons residents contacted City employees were to obtain permits, talk to police, or for information regarding a recreational meeting or event.

Police Services

Over two-thirds of residents are satisfied with services provided by Redmond's Police Department (68%). Those who are dissatisfied feel that Police are too concerned with issuing traffic tickets and that the focus should be more on crime/safety.

The proportion of residents who feel *very safe* walking alone both in their neighborhoods and in downtown Redmond at night has significantly decreased from 2006 to 2009. Residents would like more emphasis from City Police on general patrol in neighborhoods (40%) and on neighborhood watch prevention programs (40%).



Fire Department Services

Over one-half of residents are satisfied with the services provided by Redmond's Fire Department (54%) and Emergency Response Service (53%). There were also a large proportion of residents who did not rate their satisfaction with Fire Department services (35% each). When excluding "don't know" responses from the analysis, 82% are satisfied with the Fire Department and 81% are satisfied with the Emergency Response Service which is consistent with the proportion satisfied in 2006 when 82% were satisfied with the Fire Department and 81% were satisfied with the Emergency Response Service (excluding "don't know" responses).

Residents would like the Fire Department to place more emphasis on Disaster Preparedness Education (32%) as only just over half of Redmond residents have a family disaster plan (53%) or emergency supply kit (52%) for their family in case of emergency.

City Government Communications

Half of Redmond's residents agree that the City is open to community ideas and is willing to act on them (50%) and 70% feel that the City does a good job of keeping Residents informed of City issues and decisions. Those who do not feel that the City keeps them informed feel that they have no idea what the City is doing with tax dollars.

About a quarter of residents have seen an improvement in the City Government's efforts to be transparent about how tax dollars are spent (27%), but 30% have not noticed a difference. Many respondents do not feel they know enough to voice an opinion.

The majority of residents feel that two useful ways for the City to communicate issues and decisions is to print information in the Focus on Redmond newsletter (90%) or to mail postcards or flyers about specific issues to resident's homes (82%). The preferred way to receive quarterly news for 53% of survey respondents is through a printed newsletter, but another 42% would prefer quarterly news in an electronic magazine.

Currently, 74% of residents receive a City of Redmond utility bill at their home, and three out of four (74%) would consider informational inserts in their bill as a useful way for the City of keep residents informed of City issues and decisions.

City's Plan for the Future

After hearing the City's plan to accommodate for future growth, 37% are satisfied with the plan and 42% are less than satisfied with the plan.



Three out of four residents feel that the City is headed in the right direction for the future (76%), 21% believing the City is *definitely* headed in the right direction. This positive outlook is a result of the City already having plans for growth and the development currently occurring in the downtown area. Those who feel the City is heading in the wrong direction (11%) attribute this to the traffic/congestion on the roads, the development of tall buildings, apartments, and condos, and the population growth that the city is experiencing.

Roads and Infrastructure

Two-thirds of residents are satisfied with parking available by downtown businesses (63%) and just over half are satisfied with the City's ability to keep roads open during severe weather (54%).

Overall, 64% of residents are satisfied with their experience traveling to, from, and within Redmond. Residents are most satisfied traveling around the city by foot (71%) or alone in their cars (69%).

Satisfaction with the City's infrastructure is high as 87% of residents are satisfied with the City's maintenance of trails, parks, and open spaces, 84% are satisfied with roadway markings, 78% are satisfied with street sweeping, and 77% are satisfied with maintenance of City buildings. The lowest rated infrastructure items were sidewalk trip hazards (65% satisfaction) and the City's maintenance regarding pothole repair (68% satisfaction).

Parks and Recreation

Nearly nine out of ten residents are satisfied overall with the parks, trails, and open spaces in Redmond (88%). Three out of four residents visit a park frequently (76%) which is similar to the 79% of residents who frequently visited a park in 2006.

Six out of ten residents are satisfied with the recreation programs and services Redmond offers (58%) and 22% did not know how to rate their satisfaction with recreation programs.

Residents would like the Parks and Recreation Department to place more emphasis on developing currently owned but under-developed parklands (44%) in the future as well as on providing teen programs or events (35%), providing arts and cultural opportunities for the community (34%), purchasing land for new parks or open spaces (34%), and providing senior programs or events (28%).



Community Events and Involvement

One-half of Redmond residents have been to at least one of the measured community events in the past two years (50%). Derby Days was attended by 40% of residents and 89% were satisfied with their experience at Derby Days. Three out of ten residents attended Redmond Lights (29%) and 93% were satisfied. Only 6% participated in Eggstravaganza and 4% in the Digital Arts Festival, but participants were still satisfied with each event as 64% were satisfied with Eggstravaganza and 69% were satisfied with the Digital Arts Festival.

One quarter of residents consider themselves involved in community events (24%) and 75% recognize that they are not very or not at all involved in community events.

Entertainment

Two-thirds of residents are satisfied with the variety of entertainment, services, and retail businesses available in Redmond (68%). Those who are dissatisfied (16%) think that Redmond is missing ethnic restaurants, places to shop, late night activities, and entertainment and live music that would enhance Redmond's entertainment offerings.

Redmond's History

Just over half of Redmond's residents are aware of Redmond's history and the historical places in Redmond.

Environment Initiatives

Nine out of ten residents find importance in each environment initiative and the highest rated initiative was waste management and resource conservation, rated *very important* by 68% of residents. Ecosystem conservation and stewardship is *very important* for 61% of residents, energy conservation and carbon reduction is *very important* for 60%, and sustainable development and green infrastructure is *very important* for 55%.

Recycling Program

Overall, the majority of residents are satisfied with Redmond's recycling program (85%). Of those who are dissatisfied with the recycling program (12%), cited reasons are that



apartments/condos do not offer recycling at complexes, that more plastics should be able to be recycled, and that recycling needs to be enforced.

Residents feel that the recycling program could be improved if there were more opportunities for difficult items to be recycled (batteries, tires, scrap metal, etc.) or if residents were more informed as to what can be recycled.

Social Services

Respondents felt that Redmond residents could be in need of senior citizen services (25%), food or clothing banks (15%), youth or teen programs (11%), and medical care or dentistry (10%).

One-quarter of respondents think it would be easy for those who need social services to access services in Redmond (28%), but another quarter thought it would be difficult for those who need the services to access the service (25%). The services might be difficult to access because those who need the service may not know that the service is available, they may not be able to afford the service, or the needed service may not be available in Redmond.



CONCLUSIONS

Overall, the 2009 City of Redmond survey found that most residents are satisfied with the quality of life and services that the City of Redmond offers them.

Results show that many residents appear unsure of the City's plan for growth. Currently, 70% of residents feel that the City is headed in the right direction, yet only 37% are satisfied with how the City is planning to accommodate anticipated growth. Nearly half of respondents are "neither satisfied or dissatisfied" (23%) or "don't know" (21%) how they feel about the current plan. Because this is a newly introduced plan, residents will need the City to communicate and inform the public with more details about how the City will implement the plan for growth and what changes that will bring to the community.

One out of three respondents are asking for the Fire Department to place more emphasis on disaster preparedness education (32%), and there appears to be a need for this education as roughly half of respondents do not have a family disaster plan or emergency supply kit in their homes. The disaster preparedness education should target those who are less likely to have a family plan or disaster kit; this includes residents under the age of 45, those with children living in their household, renters, and those living in apartments or condos.

There has been a significant decrease in the proportion of respondents who feel "very safe" walking alone in their neighborhood or in the downtown area at night in 2009 compared to three years ago in 2006. Because of the decline in perceived safety, it is no surprise that residents are asking for more emphasis from the Police Department on general patrol in neighborhoods and neighborhood watch crime prevention programs.

Residents are very satisfied with Redmond's Parks and Recreation services. The majority of residents frequently visit a park, with residents under age 55, those with children, and newer residents to Redmond visiting more frequently than others.

There are several areas where respondents would like the Parks and Recreation departments to place more emphasis, including developing currently owned but under-developed parklands and providing teen programs or events. Older residents, those who have lived in Redmond for over 10 years, and residents without children are more likely to want the City to place more emphasis on providing senior programs or events in the future.

At least one in three respondents are less than satisfied with Redmond's current parking situation in downtown, their overall experience traveling in Redmond, or how well the City is able to keep roads clear in severe weather. With this large group being less than satisfied with the roads and traffic, it is not surprising that residents consider traffic or congestion on the roadways as the top issue facing Redmond today.

While the majority of respondents are satisfied with Redmond's recycling program, residents suggest that the program could be greatly improved by offering recycling at apartment or



condo complexes, by educating the public on what exactly can and cannot be recycled, and by allowing more opportunities for difficult items to be recycled.

Overall, residents who have lived in Redmond for 10 or more years are more likely than newer residents to:

- See traffic and congestion in the city as a top issue facing Redmond
- Be satisfied with services offered by the Police and Fire Departments
- Have a family disaster plan and emergency supply kit
- Recognize that the City is open to community ideas
- Say that the City does an "excellent" job communicating issues and decisions
- See an improvement in the transparency of how tax dollars are spent



RESPONDENT PROFILE

Table 1 displays a demographic profile of survey respondents for the current year and for 2006. It shows these significant changes from year to year:

- Respondents tend to be younger this year, as there are fewer respondents who are 45 to 54 years old (20% compared to 27% in 2006) and 55 to 64 (18% compared to 24% in 2006) this year.
- More respondents are living in townhouses or condominiums now (21% compared to 13% in 2006) and fewer survey respondents are living in single-family homes (67% compared to 77% in 2006) this year.

It should be noted that a change in methodology accommodating households without a landline most likely accounts for these changes in the survey population.

009 as compared to 2006		
	2009	2006
	(435)	(417)
Sex		
Female	51%	51%
Male	49	49
Age		
18 to 24	4%	1%
25 to 34	15	12
35 to 44	25	20
45 to 54	20	27*
55 to 64	18	24*
65 to 74	11	10
75 and older	8	6
Mean Age	49.2	50.5
Years in Redmond		
Less than 1 year	3%	3%
1 to 4 years	26	22
5 to 9 years	21	18
10 to 19 years	26	22
20 to 29 years	12	13
30 or more	12	12
Children Under 18 in Home		
Yes	35%	30%
No	64	69
Home Type		
Single-family home	67%	77%
Townhouse or condominium	21	13
Apartment	12	10
Home Ownership		
Own residence	81%	83%
Rent residence	20	17
Primary Language at Home		
English	90%	N/A
Chinese	4	,
Russian	2	
Spanish	2	
Other	4	



Cell Phone Usage

This year the City asked residents about their telephone usage. Four out of ten respondents mainly or only use their cell phone (42%), while one out of three still mainly or only use their landline (34%), and one quarter of residents use their cell phones and landline phones equally (24%). Therefore, reaching residents by landline would be highly unlikely for two out of five residents.

- Residents who mainly use cell phones are younger (average age of 42) than those who mainly use landlines (average age is 57).
 - o 42% of residents age 18-34 are "cell phone only" and 73% are mainly cell phone users.
- The following demographic subgroups are more likely to only use a cell phone than their subgroup counterpart:
 - o Renters (39% compared to 13% of home-owners)
 - O Those living in an apartment or condo (32% compared to 11% of those in a single-family home)
 - Residents with no children at home (22% compared to 10% with children in their home)

Table 2 Telephone Usage		
(Base=432)	%	
Cell phone only	18%	
Cell phone mainly but have a landline	24%	
Landline only	6%	
Landline mainly but have a cell phone	28%	
Use cell phone and landline equally	24%	
Question 37: Which best describes your telephone usage?		



DETAILED FINDINGS

Quality of Life in Redmond

The majority of Redmond residents consider their quality of life in Redmond to be either excellent or above average (87% overall). Resident views of life in Redmond have not changed in the past three years as 86% felt their quality of life was excellent or above average in 2006.

Aspects of Redmond that contribute to a positive quality of life include its closeness to shopping and parks, its safe atmosphere and low crime rate, the beautiful parks, its strong education system, and the cleanliness of the city. A few attributes that take away from resident's quality of life are the traffic and congestion on city roads as well as overdevelopment and growth in the city.

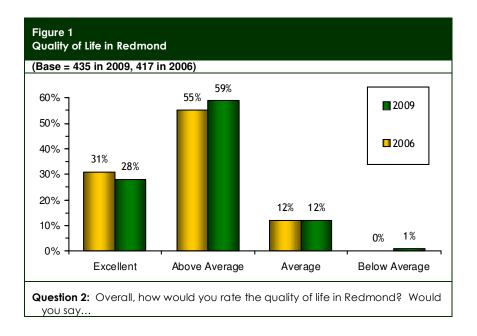




Table 3		
Quality	of Life in	Redmond

	2009			Average
	Takai	Evaclant	Above	Average o
) \	Total	Excellent	Average	Less
Base)	(371)	(110)	(212)	(48)
Positive Comments	277	104	165	8
Community Characteristics:	//0	21	27	0
It is safe/low crime rate	68	31	37	0
City is clean	44	18	26	0
Ambiance/small town feel	30	16	14	0
Nice neighborhoods	20	8	10	2
Active residents/sense of community	28	10	18	0
Friendly people	25	8	17	0
Family friendly	6	2	4	0
Good parks/beautiful parks	58	25	32	1
Good network of walking and biking trails	17	8	8	1
Like the natural setting	25	14	10	1
Open spaces are plentiful	7	5	2	0
Beautiful area	4	0	4	0
Well-planned city	8	2	6	0
Provides great balance of living, working, and				
shopping areas	17	8	9	0
Compares positively with other places lived	9	0	6	3
Public Services and Amenities:				
Excellent/good schools	49	16	33	0
Quality and number of city services provided	31	15	16	0
Availability of sports and recreation programs	22	9	13	0
Excellent fire and police services	11	5	6	0
Good bus and transit system	9	4	5	0
Well run government	7	5	2	0
Well developed infrastructure	4	1	3	0
Other Amenities and Issues:				
Close to shopping, parks and other amenities	74	43	30	1
Like Redmond Town Center	8	2	6	0
Close to Seattle and/or other cities	8	3	5	0
Close to work	8	3	5	0
New businesses moving in	2	2	0	0
Approve of the growth management	2	0	2	0
Proximity to major freeways	5	3	2	0
Economics:				
Overall prosperity of residents	7	1	6	0
Good employment opportunities	6	2	4	0
Other positive comments*	33	10	21	2
	- 00			
Negative Comments:	79	4	45	29
Traffic congestion	29	0	18	10
Over-development/Too much growth	13	0	8	5
Need more affordable housing	8	0	4	4
Need more shopping/stores	7	0	5	2
Poorly run government	7	1	3	3
Losing small town ambiance	6	1	3	2
Lack of entertainment/night life	5	0	2	3
Needs more restaurants	4	0	2	2
Taxes are too high, too many taxes	4	1	1	1
City has no character or culture	3	0	3	0
Other negative*	22	3	<u>s</u>]]	8
Unrelated response	36	5	21	10
Don't know	5	0	2	3

Question 2A: Why do you say that (about the quality of life in Redmond?) *None of these comments could be further categorized into either new or existing code categories.



Top Issues Facing Redmond Today

Residents feel that traffic and congestion on the roadways (55%) is the top issue facing Redmond today. Other issues mentioned by 10% or more of respondents include growth in the population or over-crowding (16%), transportation and mass transit (15%), over-building big buildings and apartments (11%), and street repair and bicycle lanes (10%).

- Those who have lived in Redmond for more than 10 years are significantly more likely to list traffic/congestion as an issue (64%) than those who have lived in the City for less than 10 years (47%).
- Residents who own their homes are more likely than those who rent to view traffic (58% of owners compared to 43% of renters) and growth (18% of owners compared to 7% of renters) as issues facing the city.
- Renters are more likely to consider affordable housing as an issue today (20% compared to 5% of home owners).

A few resident thoughts on top issues facing Redmond today:

There is too much construction going on, too many condo buildings are going up which is causing Redmond to lose some of its small town charm."

Table 4 Top Three Issues Facing Redmond Today (other than Edu	ucation)
	Total
(Base)	(404)
Traffic/congestion	55%
Growth/sprawl/overcrowding population	16%
Transportation/mass transit/light rail	15%
Over building/too many apartments	11%
Streets/repair/more lanes/bike lanes	10%
Affordable housing	8%
Crime/safety	7%
Need more business development/keep local	
businesses	6%
Taxes/property taxes	5%
Parks and recreation maintenance	5%
Government spending/planning/zoning	5%
Budget	4%
Maintaining the environment/water/air	4%
Employment	4%
Infrastructure/not keeping up with growth	4%
Community center/youth programs	3%
Economy/property values	3%
Emergency preparedness/medical services	3%
Open spaces	2%
Snow removal	2%
Construction	2%
Welfare/social services	2%
Parking	2%
Old downtown revitalization	2%
Lack of entertainment/night life	2%
Utilities cost/management	2%
Small town identity	1%
Art/culture in the community	1%
Lack of restaurants/need more variety	1%
Other	4%
No issues	2%
Don't know	5%

Question 3: In your opinion, what are the top issues, other than education, facing Redmond today?

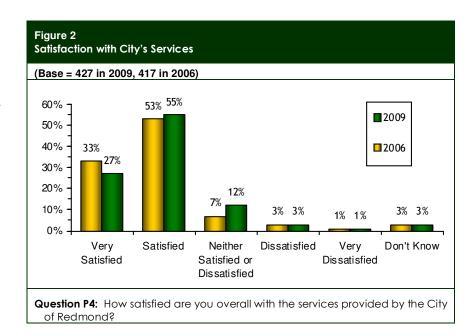
"The ability to grow without sacrificing the environment and traffic of course....Microsoft doesn't end in Redmond...we have seen a tremendous amount of traffic coming through in order to get to outlying areas such as Woodinville, Monroe, Carnation....etc. I can't wait for the train!"



City Services

Overall satisfaction with services provided by the City of Redmond continues to be high as 82% are either satisfied or very satisfied with the services (86% in 2006).

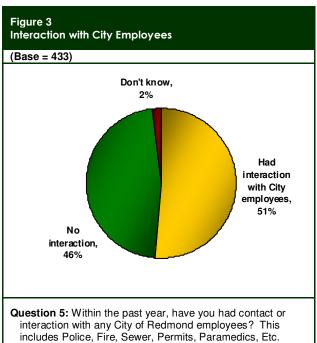
• Those who own their homes are more likely to be satisfied with the services Redmond provides (84% satisfaction compared to 74% of renters).



Contact with City Employees

Just over one-half of residents surveyed have had contact or interaction with a City of Redmond employee in the past year (51%).

• Residents are more likely than their subgroup counterparts to have interaction with a City of Redmond employee if they own their own home (54% compared to 41% of renters), live in a single-family home (56% compared to 41% in an apartment or condo), or have children in their home (60% compared to 46% without children in their homes).



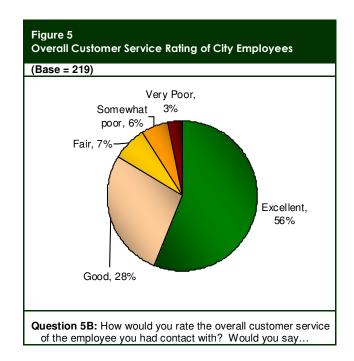


City of Redmond employees were likely to be contacted for Police services (34% of those who contacted the city), Fire or Emergency services (18%), or to obtain a building, tree, or business permit (16%).

Overall, 56% of residents who contacted a City employee considered their experience an "excellent" one, with only 8% rating it a poor experience.

- Demographic subgroups who are more likely than their counterparts to rate the overall customer service as "excellent" include:
 - Females (64% compared to 49% of males)
 - O Respondents age 65 and older (81% compared to 53% under age 65)
 - Households without children (64% compared to 46% of households with children)

Table 4 Reason for Contacting City Employee		
(Base=209)	%	
Police Services	34%	
Fire/Emergency Services	18	
Permit/licenses	16	
Recreational	10	
events/meetings		
General	8	
questions/comments		
Water/utilities bill	8	
Alarm went off/questions	4	
about alarms		
Noisy neighbors	4	
Dumpsite/waste/garbage/	3	
recycle		
Sewer issues	2	
Snow removal	2	
City planning	1	
Safety concerns	1	
Other	3	
Don't know/not sure	1	
Question 5A: What was the reason for		
contacting them? If more than one,		
what was the reason for the most		
recent contact?		

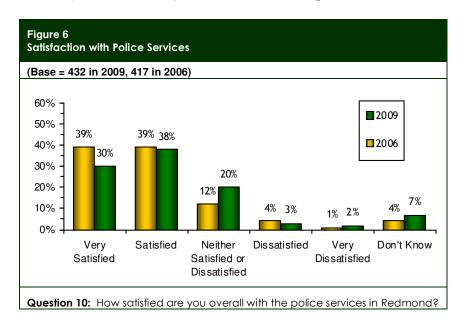




Police Services

Nearly seven out of ten residents are satisfied with the Police services in Redmond (69%).

• Those who have been residents for 10 years or longer (76% compared to 62% of residents for less than 10 years) and those who own their homes (73% compared to 52% of renters) are more likely to be satisfied with police services.



Residents who are dissatisfied with police services (19 cases total) feel that Redmond Police are too concerned with traffic tickets (10 cases), officers need to concentrate more on crime/safety (5 cases), more patrolling officers are needed (2 cases), and that profiling is taking place with the department (2 cases).

Residents who were dissatisfied with Redmond Police had these comments:

"I am very happy that there is little crime, but there are way too many policemen giving speeding tickets. If that's our biggest problem, we should reduce our police force. If there were major accidents causing deaths, that's one thing but I've found the community to be very safe and the speed limits to be overly conservative. For instance, 30 mph in downtown Redmond by the QFC is absurd?"

"They seem overly focused on traffic infractions, and not focused enough on public safety and property crime/investigations."



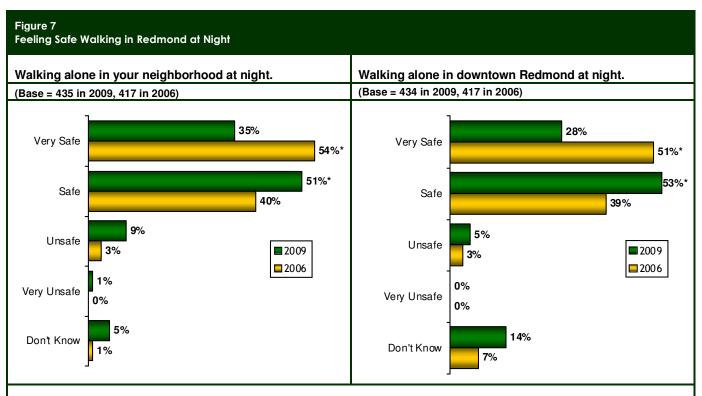
Safety While Walking Alone

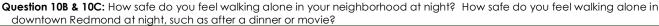
Over eight out of ten residents feel safe or very safe walking alone in their neighborhood at night (86%). This proportion is similar to residents who felt safe or very safe in 2006 (94%), but the proportion who feel "very safe' walking alone in their neighborhood at night has dropped significantly from 54% in 2006 to 35% in 2009.

• Males (46%) are more likely than females (27%) to feel "very safe" walking in their neighborhood alone at night.

Eight out of ten residents feel safe or very safe walking alone in downtown Redmond at night (81%). There has also been a significant decrease in residents who feel "very safe" walking in downtown alone from 51% in 2006 to 28% in 2009.

 Males are more likely to be comfortable walking around downtown alone at night (34%) than females (23%).



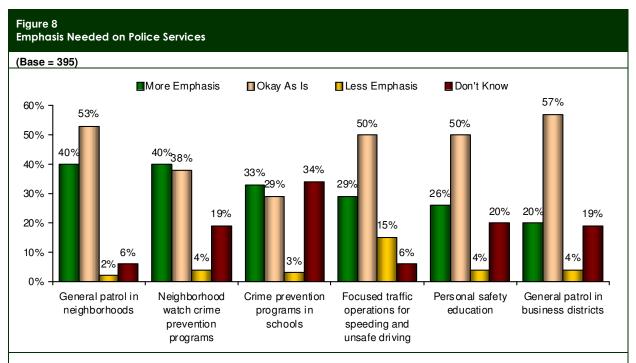




Areas of Emphasis for Police

Four out of ten residents are asking for City Police to place more emphasis on general patrol in neighborhoods (40%) and an equal proportion would like emphasis on neighborhood watch prevention programs (40%).

- Renters (39%) are more likely than home-owners (23%) to want more emphasis placed on personal safety education.
- Redmond residents with children in their home are more likely to want more emphasis placed on crime prevention programs in schools (42%) compared to those without children in their homes (29%).
- Males (22%) are more likely than females (8%) to want *less* emphasis placed on focused traffic operations for speeding and unsafe driving.

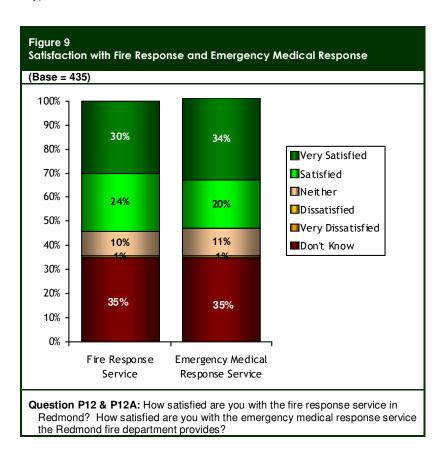


Question 11A-F: I'm going to read you some areas of responsibility the police department has. Please tell me if you think the City should put more emphasis on it, less emphasis on it, or if it is okay as it is now.

Fire Department

Just over half of residents are satisfied with both Redmond's Fire Department (54%) and the Emergency Response Service (53%). Over one-third of residents "don't know" how to rate their satisfaction which could be due to the fact that they have not had any experience with Redmond's Fire Department services (35% each, which is significantly higher than the 12% who said "don't know" in 2006).

• Those who have been residents of Redmond for 10 or more years are more likely than those with shorter residency to be satisfied with both the Fire Department (65% and 44%, respectively) and the Emergency Medical Response Service (65% and 41%, respectively).

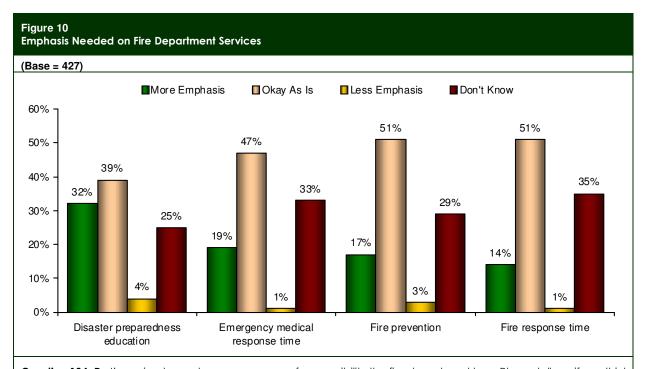


When excluding "don't know" responses from the analysis, 82% are satisfied with the Fire Department and 81% are satisfied with the Emergency Response Service which is consistent with the proportion satisfied in 2006 when 82% were satisfied with the Fire Department and 81% were satisfied with the Emergency Response Service (excluding "don't know" responses).

Areas of Emphasis for the Fire Department

One out of every three residents would like the Redmond Fire Department to place more emphasis on disaster preparedness education for the community. Again, many residents did not know how to rate services provided by the Fire Department.

• Younger residents (under age 45) are more likely than older residents (age 45 and older) to "not know" how to rate each attribute.



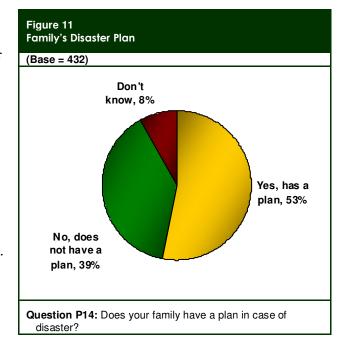
Question 13A-D: I'm going to read you some areas of responsibility the fire department has. Please tell me if you think the City should put more emphasis on it, less emphasis on it, or if it is okay as it is now.



Family Prevention Plans

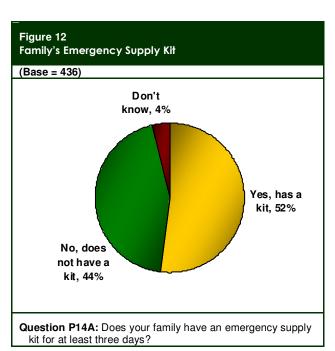
Just over half of Redmond residents have a family plan in case of disaster (53%).

- The following demographic subgroups are significantly more likely to have a family plan in case of disaster than their subgroup counterparts:
 - Residents over the age of 45 (65% compared to 42% under age 45).
 - O Those who have lived in Redmond for 10 or more years (65% compared to 42% of those with less than 10 years residency).
 - O Households with no children (57% compared to 46% with children living at home).



Half of residents have an Emergency Supply Kit that could last their family at least three days (52%).

- The following demographic subgroups are significantly more likely to have an Emergency Supply Kit in case of disaster than their subgroup counterparts:
 - O Those age 45 and over (61% compared to 39% under age 45).
 - Residents living in Redmond for over 10 years (63% compared to 42% with less than 10 years residency).
 - Home-owners (56% compared to renters 35%)
 - o Those living in a single-family home (57% compared to 42% in apartments or condos).

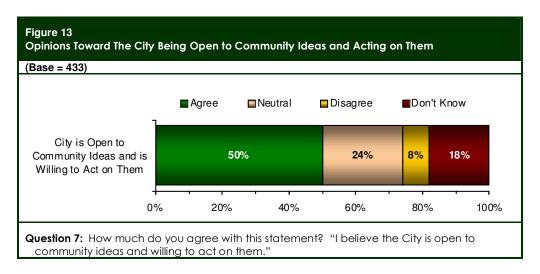




City Government

Half of Redmond residents agree that the City is open to community ideas and is willing to act on them (50%). Only 8% of residents disagreed with this statement.

- Residents age 35 and over are more likely to agree (54%) than residents under the age of 35 (36%).
- Those with longer residency in Redmond (living in Redmond 10 or more years) are more likely to agree (57%) than those who have residency in Redmond for less than 10 years (43%).

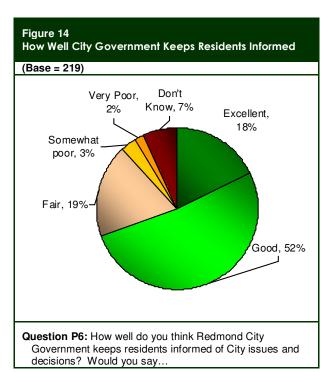


Communications

Overall, 70% of Redmond residents feel that the Redmond City Government does a good or excellent job of keeping residents informed of City issues and decisions.

• Residents who have lived in Redmond for 10 or more years are more likely to consider the City's communication "excellent" (22%) than those with shorter residency (14%).

Only 5% feel that the City does a poor job of keeping residents informed. Of those who rated the City's efforts to inform residents as poor, 13 out of 20 claim they have no idea of what goes on because they believe that the City does not inform them of anything.



→ THE GILMORE A few respondent comments to explain why they feel communications are poor:

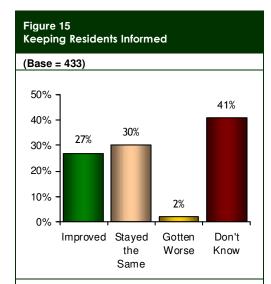
"There is often no or very little communication that reach the actual people who live or work in Redmond."

"Most of the real important going-ons within City government are not shared with the public such as how funds are spent within the mayor's office."

"We don't ever hear about what's happening except the Focus on Redmond."

About a quarter of Redmond residents have seen an improvement in the Government's efforts to be transparent about how tax dollars are spent (27%). Three out of ten feel that nothing has changed since this was set as a priority in 2008 (30%), and four out of ten residents did not know enough to evaluate the situation (41%).

• Residents living in Redmond for 10 or more years are more likely to either see an improvement in City communication (32% compared to 23% with residency of less than 10 years) or feel it has stayed the same (35% compared to 25% with residency of less than 10 years), and those living in Redmond for less than 10 years are more likely to not know how to respond (50% "don't know" compared to 31% of those with 10 or more years of residency).



Question 8: Beginning in 2008, the City developed its budget based on the community's priorities, one of which is to keep residents informed. Do you feel Redmond City government's efforts to be transparent about how your tax dollars are spent have improved, gotten worse, or stayed the same?

If those who responded "don't know" are removed from the analysis, 46% of those who rated the City's efforts to keep residents informed feel that communication has improved, 51% feel it has stayed the same, and 4% think communication has gotten worse since 2008.

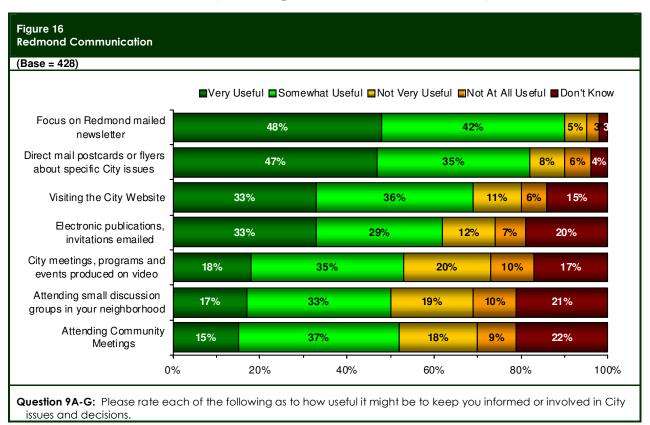
Preferred Methods of Communication

In order to keep residents better informed of City issues and decisions, the majority of residents find it useful to have information printed in the Focus on Redmond mailed newsletter (90%) or in postcards or flyers about specific city issues sent to their homes (82%).

- Females (52%) are more likely than males (41%) to consider direct mail postcards or flyers as "very useful."
- Residents under the age of 55 (77%) are more likely than those age 55 and older (55%) to find visiting the Redmond website as a useful way to gather information.



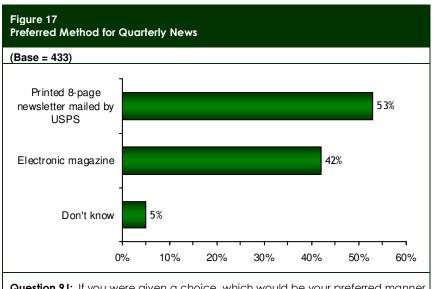
- Those living in Redmond for 10 or more years are more likely to find the Focus on Redmond newsletter as "very useful" (53%) than those living in Redmond less than 10 years (42%).
- The Focus on Redmond newsletter is more useful for residents living in a single-family home (93%) than those living in an apartment or condo (83%).
- Homes with children are more likely than those without children to find the City's website (76% compared to 65% without children), electronic publications (74% compared to 56% without children), and small neighborhood discussion groups (57% compared to 46% without children) as useful sources for City issues and decisions, and are more likely than those households without children to consider city meetings, programs, and events recorded on video as a "not very useful" or "not at all useful" source of information (39% compared to 25% without children).





If given a choice, just over half of survey respondents would prefer to receive quarterly news information through a printed 8-page newsletter that is mailed to them (53%), but four out of ten would still prefer an electronic magazine (42%).

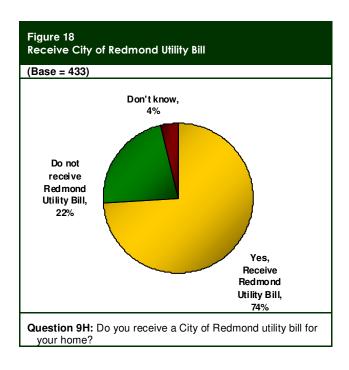
- Those who prefer the printed newsletter include:
 - o Residents age 55 and older (66% compared to 46% of those under age 55).
 - o Residents with no children in their homes (57% compared to 47% with children).
- Those who prefer the electronic magazine include:
 - o Males (47% compared to 37% of females).
 - o Residents under the age of 55 (49% compared to 28% of those age 55 and older).
 - O Homes with children (49% compared to 38% without children).

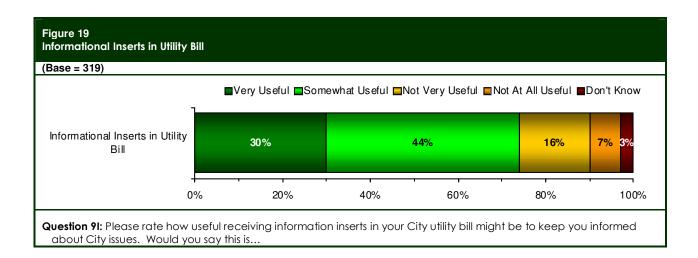


Question 9J: If you were given a choice, which would be your preferred manner and method of receiving quarterly news information from the City of Redmond?

Three out of four residents receive a Redmond utility bill for their home (74%). Of those who do receive a bill, three out of four (74%) would consider informational inserts in their bill as a useful way to keep them informed about City issues.

• Residents living in an apartment or condo (45%) are more likely than those living in a single-family home (28%) to find inserts in their utility bill as "very useful."



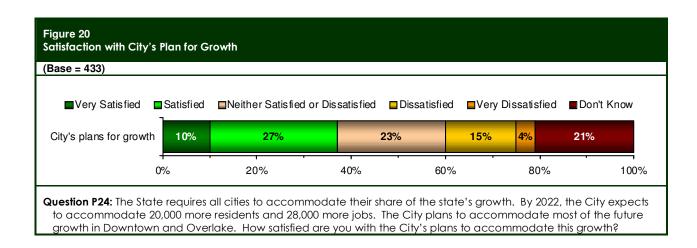




City's Plan for Growth

After hearing the City's plan to accommodate growth, less than four out of ten residents are satisfied with the plan (37%), two out of ten are dissatisfied (19%), and two out of ten do not know how they feel about it (21%).

• There are no statistically significant differences among demographic subgroups with regard to satisfaction with the City's plans for growth.



Direction of City's Government

As far as Redmond's future is concerned, three out of four residents feel that the City is headed in the right direction (76%). They feel the City is headed in the right direction because the City is already planning and preparing for growth, the downtown area is developing, and because Redmond is just a nice place to live.

- Those living in Redmond for fewer than 10 years are more likely to feel Redmond is definitely headed in the right direction (26%) than residents of Redmond for 10 or more years (16%).
- Households with children (83%) are more likely than those without children (72%) to feel the City is headed in the right direction, and households without children (13%) are more likely to feel the City is headed in the wrong direction than those with children (7%).

One in ten residents feel the City is heading in the wrong direction (11%). This is mainly attributed to the traffic on the roads, the development of tall buildings, apartments, and condos, and the population growth the City is experiencing.

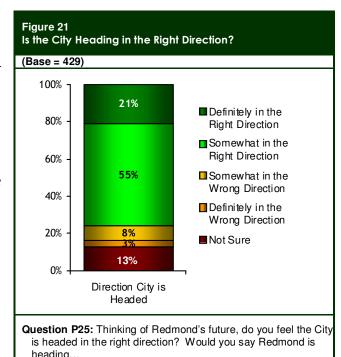
These comments capture some feelings expressed about the direction the City is headed:

"I think isolating the growth to these areas is a tremendous win for the residents of Redmond who moved here, not to be a metropolis, but to be part of a community/city where the environment is number one and we don't keep growing out towards other areas.....we should have a great downtown and leave the outlying areas as untouched and green as we possibly can for generations to come."

"I feel that the current plans are thoughtful and deliberate. I would like to see more emphasis on accommodating non-motorized transportation around the city as we move to reduce auto emissions and progress toward alternative energy sources."

I understand we have to accommodate more people. But I don't want to see high buildings here. I definitely don't want to see more houses crammed on small lots. And I want them to keep their open spaces clear."

"We'll have too much growth without the needed road infrastructure."

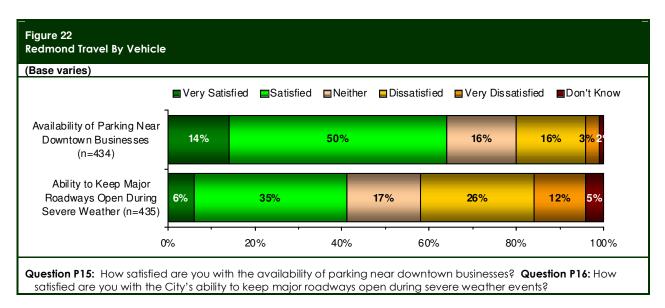




Roads and Infrastructure

Nearly two out of three residents are satisfied with the availability of parking near businesses in downtown Redmond (63%) and one out of three are less than satisfied with the current parking availability (34%).

Four out of ten Redmond residents are satisfied with the City's ability to keep major roadways open during severe weather (41%) with a nearly equal proportion being dissatisfied (38%).



Overall, two out of three residents are satisfied with their experience in traveling to, from, and within Redmond (64%). One out of five residents are dissatisfied with traveling in Redmond (19%) and 2% are very dissatisfied overall.

• Those living in an apartment or condo are more likely to be satisfied with traveling in Redmond overall (71%) than single-home residents (60%).

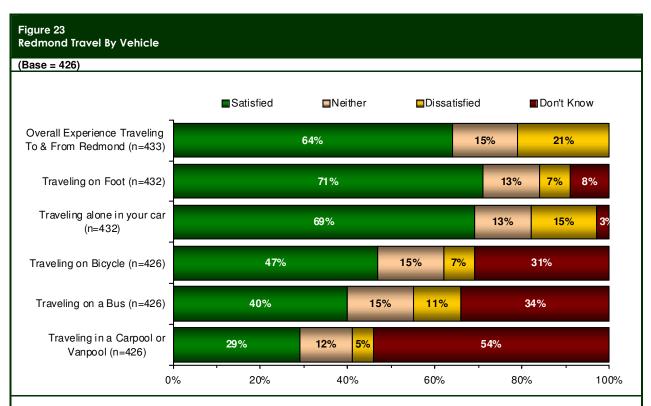
More residents are satisfied with traveling around Redmond on foot (71%) or alone in their car (69%) than by bicycle (47%), bus (40%), or carpool (29%), but many residents also do not know or have experience with these alternate means of transportation.

- Males are more likely than females to be satisfied with traveling around Redmond by bicycle (51% male satisfaction, 42% female).
- Residents living in Redmond for less than 10 years are more likely to be satisfied traveling in a carpool or vanpool (34%) than those with longer residency (25%).



- Those who rent their home are more likely to be satisfied traveling by foot (80%) than those who own their home (69%).
- Residents living in a single-family home are more likely to be less than satisfied than those in an apartment or condo to travel by bicycle (26% less than satisfied in a single-family home compared to 14% in an apartment or condo) or by bus (29% in a single-family home, 21% in an apartment or condo).
- Those with children (28%) are more likely than those without children in their home (17%) to be less than satisfied with traveling by foot around Redmond.

Of those who rated each travel method (excluding "don't know" responses), respondents are still most satisfied with traveling around Redmond on foot (77%), then traveling alone in their car (71%). Bicycle (68%), carpool/vanpool (63%), and bus (61%) transportation satisfaction is much higher when computed from those who rated satisfaction (excluding "don't know" responses from the base).

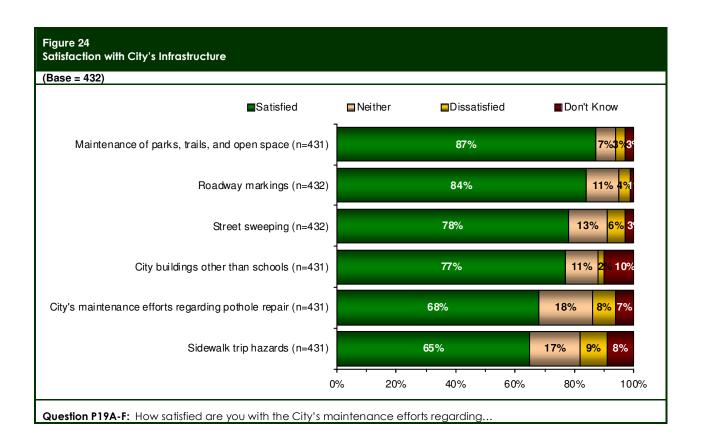


Question 17A-E: Please tell me how satisfied you are when traveling to, from, and within Redmond using each of the following methods... **Question P18:** When thinking about your overall experience in traveling to, from, and within Redmond, how satisfied are you? This does not include travel on SR520.

City Infrastructure

Redmond residents are relatively pleased with the City's infrastructure, with over three out of four residents being satisfied with maintenance of parks, trails, and open space (87%), roadway markings (84%), street sweeping (78%), and City buildings (77%).

- Home-owners are more likely to be less than satisfied with pothole repair (28% compared to 17% of renters) and sidewalk trip hazards (29% compared to 18% of renters); renters are more likely to be satisfied with maintenance of parks, trails, and open space (93% compared to 86% of owners).
- Those in a single-family home are more likely to be less than satisfied with pothole repair (29%) than those in an apartment or condo (20%).
- Homes with children are more likely to be satisfied with sidewalk trip hazards (72%) than those without children in their homes (61%).

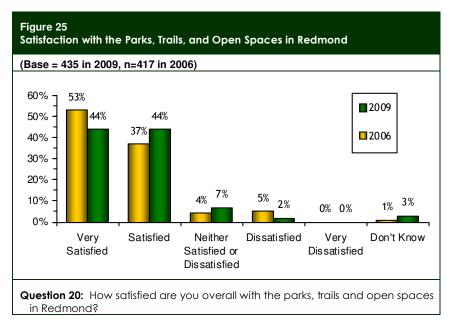




Parks and Recreation

Nearly nine out of ten residents are satisfied overall with the parks, trails, and open spaces in Redmond (88%) which is very similar to satisfaction in 2006 (90%).

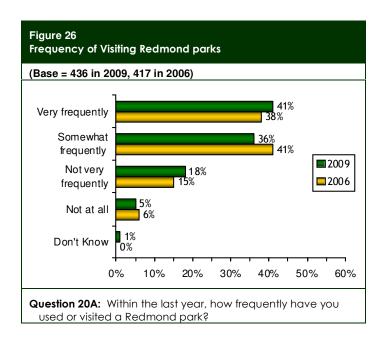
• Residents living in a single-family home are more likely to be satisfied with the parks and trails overall (90%) than those living in an apartment or condo (83%).



Frequency of Park Visitors

Three out of four residents visit a Redmond Park frequently (76%) with four out of ten visiting parks "very frequently" (41%). Frequency of park visits has not significantly changed since 79% visited frequently in 2006.

- Younger residents under the age of 55 (53%) are more likely than residents age 55 and over (18%) to visit parks "very frequently."
- Newer residents living in Redmond for less than 10 years are more likely to visit parks "very frequently" (49%) than those who have lived in Redmond for 10 or more years (32%).
- Households with children (61%) are more likely than those without children (30%) to visit parks "very frequently."

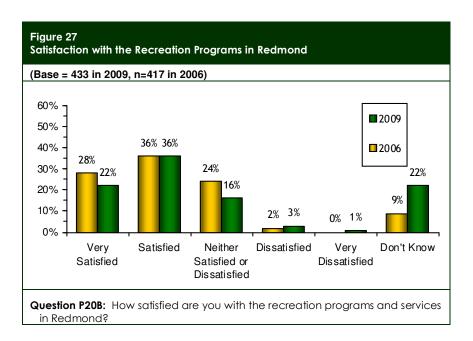




Satisfaction with Recreation Programs

About six out of ten residents are satisfied with the recreation programs and services (58%), two out of ten are less than satisfied (20%), and two out of ten do not know how to evaluate the recreation programs and services (22%). Satisfaction with Redmond recreation this year (58%) is similar to the proportion who were satisfied in 2006 (64%).

- Demographic subgroups who are significantly more likely than their subgroup counterpart to be satisfied with Redmond's recreation programs include:
 - o Females (68% satisfied compared to 49% of males)
 - O Home-owners (61% compared to 45% of renters)
 - O Single-family home residents (63% compared to 49% in apartments or condos)
 - O Homes with children (76% compared to 49% with no children)

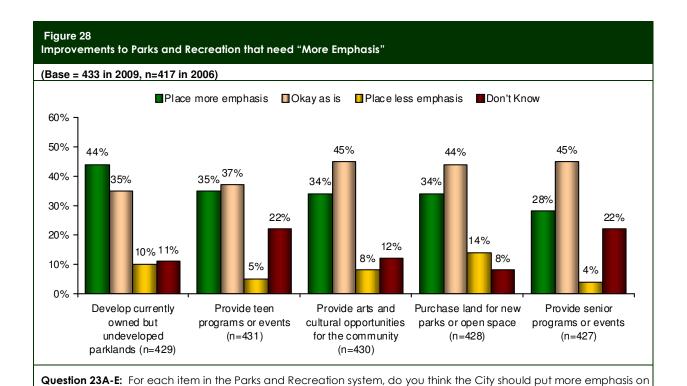




Areas of Emphasis for Parks and Recreation Systems

For Redmond's Parks and Recreation system, 44% of residents would like to see more emphasis placed on developing currently owned but underdeveloped parklands. About one-third of residents would also like to see more emphasis placed on teen programs or activities (35%), arts and cultural events in the community (34%), and purchasing land for new parks and open spaces (34%).

- Residents over the age of 45 (41% compared to 12% of those under age 45), those living in Redmond for 10 or more years (36% compared to 21% living in Redmond for less than 10 years), and households without children (33% compared to 17% with children) are more likely to want more emphasis placed on senior programs or events than their subgroup counterparts.
- Those living in Redmond for less than 10 years (39% compared to 29% living in Redmond for 10 or more years), home renters (46% compared to 31% of homeowners), and residents of apartments or condos (42% compared to 30% in single-family houses) are more likely to want more emphasis placed on arts and cultural opportunities for the community than their subgroup counterparts.

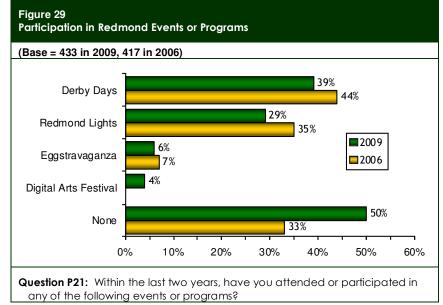




it, less emphasis on it, or if it is okay as it now

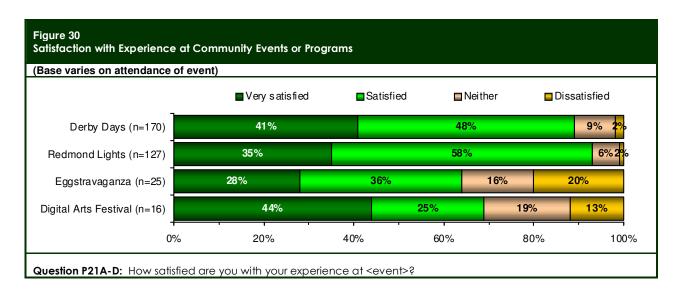
Community Events

One-half of Redmond residents have attended at least one of the measured community events or programs in the past two years (50%). Derby Days was attended by 40% of residents, Redmond Lights by 29%, Eggstravaganza by 6%, and the Digital Arts Festival by 4%. Participation rates are similar to those recorded in 2006.



- Residents with children are more
 - likely than those without children to attend Derby Days (54% compared to 32% without children), Redmond Lights (38% compared to 25% without children), and Eggstravaganza (12% compared to 3% without children).
- Home-owners are more likely to participate in Redmond Lights (32%) than home renters (16%).

Satisfaction rates are high among those who attended each event as 89% of those who attended Derby Days were satisfied with their experience, 93% of attendees were satisfied with Redmond Lights, 64% were satisfied with Eggstravaganza, and 69% were satisfied with the Digital Arts Festival.

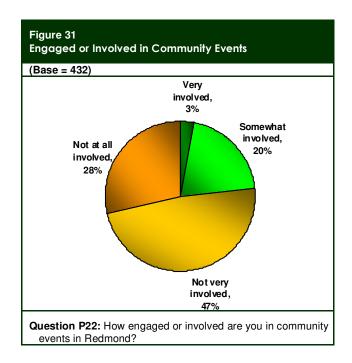




Involvement in Community Events

Only 24% of Redmond residents consider themselves involved in community events, and 28% are not involved at all.

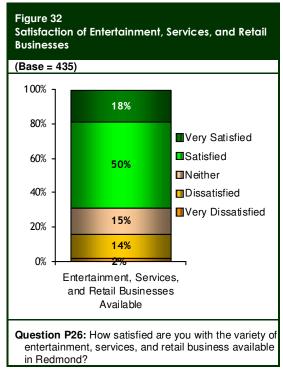
• Households with children are more likely to be involved in community events (33%) than households without children (18%).



Entertainment

More than two-thirds of residents are satisfied with the variety of entertainment, services, and retail businesses available in Redmond (68%).

 Those living in an apartment or condo are more likely to be "very satisfied" with Redmond's entertainment (25%) than those living in a single-family home (14%).



Residents who are dissatisfied with Redmond's entertainment, services, and retail businesses (68 total) were asked what was missing. At the top of the list of what is missing from Redmond are ethnic restaurants (15 cases), places to shop (15 cases), late night activities (11 cases), and entertainment or live music (10 cases).

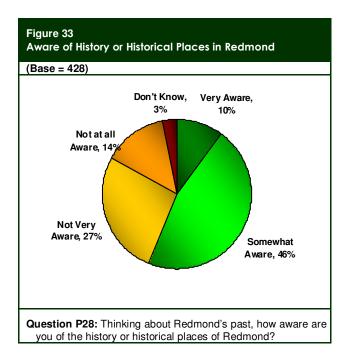
Table 5 Entertainment, Services, and Retail Missing from Redmond	Businesses
(Base=64)	%
Restaurants/multi-cultural/ethnic	23%
More shopping areas/shopping opportunities	23%
Late night activities	17%
Entertainment/live music	16%
Theater	9%
Costco/Department Stores	8%
Recreation for children	6%
An activity/community center	6%
Arts Center	5%
Bars	3%
Parking	3%
Budget friendly shops/too many boutiques	2%
Longer hours of bus services	2%
Other	13%
Don't know/not sure	2%
Question 26A: What is Redmond mis area? (Asked of those dissatisfied entertainment, services, and reta	with



Redmond's Historical Places

Just over half of Redmond residents are aware of Redmond's history and historical places (57%) and four out of ten are not very familiar with Redmond's past (41%).

- The following demographic subgroups are more likely to be familiar with Redmond's past than their subgroup counterparts:
 - o Females (62% compared to 51% of males)
 - O Residents over age 35 (64% compared to 25% of those under age 35)
 - O Those living in Redmond for 10 or more years (76% compared to 38% living in Redmond for less than 10 years)
 - o Home-owners (60% compared to 41% of renters)

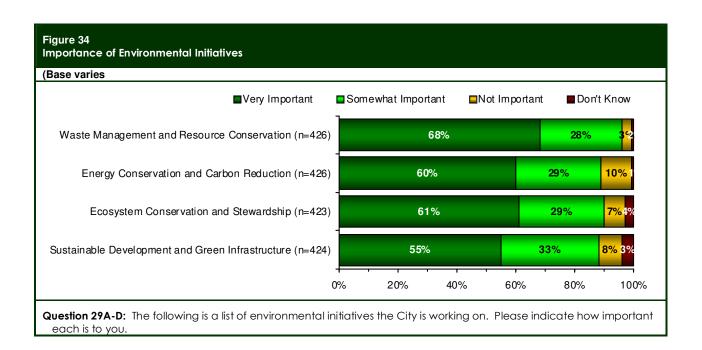




Environment Initiatives and Recycling

Environmental initiatives are very important to residents of Redmond as nearly nine out of ten residents find importance in each initiative. Waste management and resource conservation is considered very important by 68% of residents, the highest rating of the four initiatives.

- Females (94%) are more likely than males (85%) to find importance in energy conservation and carbon reduction.
- Residents living in an apartment or condo (99%) are more likely than those living in a single-family home (94%) to consider waste management and resource conservation important.
- More importance is placed on sustainable development and green infrastructure by households with children (93%) than those without children (86%) and those who live in apartments or condos (94%) than those in a single-family home (86%).

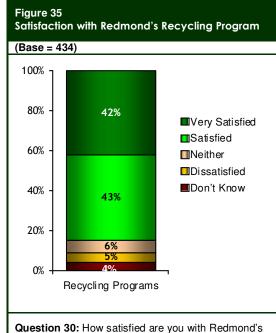




Redmond's Recycling Program

When it comes to Redmond's recycling program, the majority of residents are satisfied overall (85%).

- Demographic subgroups significantly more likely to be satisfied with Redmond's recycling programs than their subgroup counterpart include:
 - Residents of 10 or more years (92% compared to 77% living in Redmond for less than 10 years)
 - o Home-owners (92% compared to 56% of renters)
 - O Those living in a single-family home (91% compared to 72% in an apartment or condo)



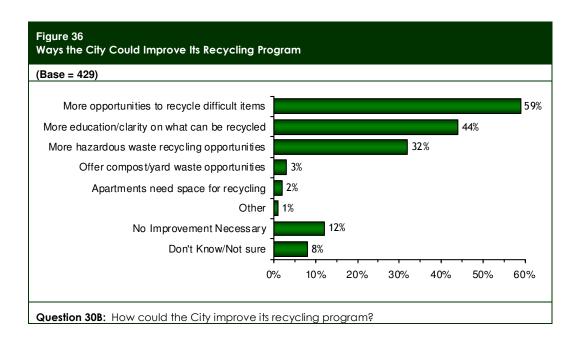
Question 30: How satisfied are you with Redmond's recycling program?

Of the 12% who are dissatisfied with Redmond's recycling program, common reasons for the dissatisfaction include that recycling is not available at apartment complexes, more variety of plastics should be able to be recycled, recycling needs to be enforced, and that more recycling bins are needed.

Table 6 Why Dissatisfied with Recycling Prog	ram
(Base=24)	Cases
No recycling at apartment complexes	7
Show all more variety of plastics to be recycled	6
Others aren't recycling, it needs to be enforced	4
More recycling bins are needed to broaden the area of recycling	4
Other	7
Question C30: (If dissatisfied with Red recycling program) Why are you d	



All respondents were asked how the City could improve its recycling program and the most frequently mentioned suggestion was to allow more opportunities for difficult items (scrap metal, batteries, tires, etc.) to be recycled. Residents also asked for more education or clarity on what can be recycled and for more opportunities to recycle hazardous waste items.





Social Services

When asked what types of social services Redmond residents might need, nearly a quarter responded with aging or senior citizen services (22%). Food or clothing banks (15%), youth or teen programs (11%), and medical healthcare or dentistry (10%) were also mentioned as services Redmond residents might need.

Table 7 Social Services Needed in Redmond	d
(Base=272)	%
Aging/senior services/assisted living/senior activities	22%
Food/clothing banks	15%
Youth/teen programs	11%
Medical/healthcare/dentistry	10%
Transportation/bus service	9%
Shelters for homeless	7%
Low income family assistance	7%
Housing	7%
Jobs/job training	5%
Community activities/centers	5%
Family support	4%
Emergency services/fire/police	4%
Mental health services/counseling	4%
Language/interpreters	3%
Childcare	3%
Hope link	3%
Parks and recreation	3%
Domestic violence/shelters for women	2%
More awareness is required/advertise services	2%
Other	6%
Nothing	3%
Don't know/not sure	25%
Question 31: When you think of the social services those living in Red need, what services come to min	mond might

Accessing Social Services

With regard to accessing social services, resident opinions are split as 28% think it is easy for those in need of services to access them, and 25% think the services are difficult to access. Several residents feel that accessing social services would be difficult because people who need the services may not know that such services are available to them, that they will not be able to afford the services, or that the program that is needed may not be available.

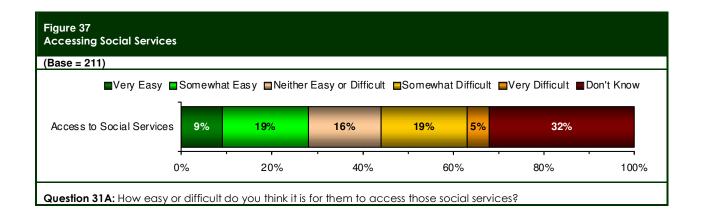


Table 8 Why It Is Difficult To Access Social	ervices
(Base=48)	Cases
Lack of knowledge/awareness of services	18
Couldn't afford services	7
More services/programs needed	7
Couldn't find service	6
Transportation/buses	6
Service isn't available in Redmond	4
Not everyone uses the computer/internet	4
Need to accommodate the elderly/disabled	4
Wasn't eligible	3
Understaffed/staff not helpful	3
Language or cultural barriers	2
Other	6
Question 31B: (Asked if respondent the difficult to access services) In your what makes it difficult to access the services?	opinion,



APPENDIX A:

Mail Questionnaire



Redmond Resident Survey

Please answer the questions below and return the survey in the pre-paid envelope provided by October 9, 2009.

OR respond online by going to the following website: www.redmondsurvey.com. Enter your PIN number (located on the top right of your survey) in the box provided. If you have questions, please contact Cassie at (800) 573-4498 Thank you for participating!

1.	How long have you lived in the City of Redmond? Less than one year	40-49 yea 50 years o		e City of Redn	nond	
2.	Overall, how would you rate the quality of life in Redmond? Excellent Above Average Average	☐ Belo	w Average	☐ Po	or] Don't Know/ Not Sure
2a.	Why did you choose the above answer?					
3.	In your opinion what are the top issues, other than education,	facing Redmo	nd today?			
	1 2		3			
P4.	How satisfied are you overall with the services provided by the Very Satisfied Satisfied Neither Satisfied nor Disc] Very Dissat	isfied 🗌	Don't Know/ Not Sure
5.	Within the past year, have you had contact or interaction with (This includes Police, Fire, Sewer, Paramedics, etc.) ☐ Yes		•		nost rece	
	(if yes) 5b. How would you contact with? ☐ Excellent ☐ Good					•
P6.	How well do you think Redmond City Government keeps resid Excellent Good Fair Somewhat poor Very poor A Why do you feel this way		-			Not Sure
7.	☐ Don't Know / Not Sure How much do you agree with this statement: "I believe the City ☐ Totally Agree ☐ Agree ☐ Neither Agree nor Disagree	is open to con Disagree	nmunity ideas Totally [and willing to Disagree	o act on f] Don't Ki	t hem." now / Not Sure
8.	Beginning in 2008, the City developed its budget based on informed. Do you feel Redmond City government's efforts improved, gotten worse or stayed the same? Improved Gotten worse Stayed the same Done	to be transp	arent about h			
9. F	Please rate each of the following as to how useful it might be to	keep you info	rmed or involv	ed in City iss	sues and Not at	decisions. Don't
		Very Useful	Somewhat Useful	Very Useful	all Useful	Know/ Not sure
A B	City meetings, programs, and events produced on video to view of					
	the City's website or Redmond City Television (Redmond's government access TV station)					
D	Visiting the City website (Redmond.gov)	s 📙				
F	Signing up for electronic publications, invitations, etc. to be e-					
G	mailed to you Attending small discussion groups in your neighborhood					
9h.	Do you receive a City of Redmond utility bill for your home? ☐ Yes	out City issue	S	-		oill might be
			,			Not sure

	If you were given a choice, which City of Redmond? PLEASE CHO C Printed 8-page newsletter mails	OSE ONLY ONE	_	_	_	•	ation from the
10.	How satisfied are you with the Po Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied Don't know / Not sure	d	edmond? o you feel this v	way?			
	How safe do you feel walking ald ☐ Very Safe ☐ Safe	one in your neighb Unsafe		t? safe □ Don't Kn	ow / Not Sure	;	
10c.	How safe do you feel walking ald ☐ Very Safe ☐ Safe	one in downtown F	Redmond at nig	ht, such as after a safe ☐ Don't Kn	a dinner or m ow / Not Sure	ovie?	
	Police services: Indicate if you t it is okay as it is now.	hink the CITY sho	ould put more e	mphasis on it, les	s emphasis	on it, or if	
A B C D	General patrol in neighborhoods Personal safety education General patrol in business district Crime prevention programs in sch Neighborhood Watch crime preve	nools	The City should put more emphasis	The City should put <u>less</u> emphasis	Okay as it is now	Don't Know/ Not sure	
F	Focused traffic operations for spe driving						
P12a	How satisfied are you with the f ☐ Very Satisfied ☐ Satisfied a. How satisfied are you with emo ☐ Very Satisfied ☐ Satisfied	☐ Neither Sati	isfied nor Dissati service the Re	sfied	ment provide	es? ry Dissatisfied	Not Sure Don't Know /
	Fire services: Indicate if you things okay as it is now.	nk the CITY shoul	d put more em	phasis on it, less	emphasis or		Not Sure
			The City should put <u>more</u> emphasis	The City should put <u>less</u> emphasis	Okay as it is now	Don't Know/ Not sure	
A B C D	Fire response time Emergency medical response tim Disaster preparedness education Fire prevention	e					
P14.	Does your family have a plan in ☐ Yes ☐ No ☐ Not so	case of disaster? ure / Don't know					
P14a	a. Does your family have an emer	r gency supply kit ure / Don't know	for at least thre	e days?			
P15.	How satisfied are you with the a ☐ Very Satisfied ☐ Satisfied			own businesses? sfied Dissatis	sfied □ Vei	ry Dissatisfied 🗌	
P16.	How satisfied are you with the C ☐ Very Satisfied ☐ Satisfied	City's ability to kee	ep maj or roadw isfied nor Dissati	ays open during s sfied	evere weath fied	er events? ry Dissatisfied	Not Sure Don't Know / Not Sure
17. F	Please indicate how satisfied you	are when travelin Very		within Redmond เ ther Satisfied	using each o	f the following me Very	thods: Don't Know/
Α	Traveling on foot				Dissatisfied	Dissatisfied	Not sure
В	Traveling on bicycle	H	H				
	Traveling in a carpool or vanpool						
D E	Traveling on a bus Traveling alone in your car	R					H

P18.	This does not include t					-	ما المعالم المعالم	/
-	 □ Very Satisfied □ Satisfied □ Neither Satisfied nor Dissatisfied □ Dissatisfied □ Very Dissatisfied □ Don't Know / Not Sure 							
P19.	. When thinking about	maintaining the City's infras	structure, plea	ase indicate h	how satisfied yo Neither	ou are with each	h:	Don't
			Very Satisfied	Satisfied	Satisfied nor Dissatisfied	Dissatisfied [Very Dissatisfied	Know / Not sure
Α	The City's maintenance repair	e efforts regarding pothole						
В	Sidewalk trip hazards							
C D	Street sweeping Roadway markings (str	rining huttone turn						
	arrows, crosswalks)							
E F	City buildings other that Maintenance of parks,							
		•	<u> </u>		_	Ш		
	Thinking of Redmond spaces in Redmond? Very Satisfied	's park system and recreation ☐ Satisfied ☐ Neither Sat			lare you overal	-	•	ínow /
20a.	Within the last year, Very Frequently	how frequently have you use Som ewhat Frequently		a Redmond p a Very Frequent		All □ Don't	know / Not sur	е
P20	b. How satisfied are y ☐ Very Satisfied ☐	ou with the recreation programs Satisfied Neither Sat	ams and serv isfied nor Diss	ices in Redmatisfied	nond? Dissatisfied [Very Dissatisfi	ied 🗌 Don't K Not Su	
P21.	. Please indicate if have	ve you attended or participa	ted in any of t	he following	events or prog	rams within the		
P21	a-d. For each event/pr	ogram attended or participa	ted, please in	dicate how s	atisfied you are			
		Please check the box if you have attended or participated in the last two years	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know/ Not sure
	erby Days (Redmond	☐ If yes, please rate your						
	ummer festival) ledmond Lights	satisfaction level →						
(F fe	Redmond winter stival)	☐ If yes, please rate your satisfaction level →						
	ggstravaganza aster egg hunt)	☐ If yes, please rate your satisfaction level →						
D. D	Digital Arts Festival	☐ If yes, please rate your satisfaction level →						
	P22. How engaged or involved are you in community events in Redmond? Very Involved Somewhat Involved Not Very Involved Not at All Involved Don't know / Not sure 23. Parks and Recreation system: Indicate if you think the CITY should put more emphasis on it, less emphasis on it, or if it is okay							
	as it is now.			-		,		it is only
			The City should pu more emphasis	t The should	City Okay put less it is hasis now	s Know/		
Α.		w parks or open space						
В	parklands	ned but underdeveloped						
С	Provide teen program							
D E	Provide senior progra Provide arts and cultu	ms or events ural opportunities for the		L		Ц		
_	community		Ш	L		Ц		
P24.	By 2022, the City ex	garding Redmond's future. To spects to accommodate 20,00 in Downtown and Overlake Satisfied Neither Sat	00 more resid . How satisfic	lents and 28,0 ed are you wi	000 more jobs.	The City plans ans to accomm	to accommod odate this gro	late most wth? ínow /

P25	o. I ninking of Reamond's future would you say the City is neaded
	☐ Definitely in the right direction ☐ Somewhat in the right direction
	Somewhat in the wrong direction Definitely in the wrong direction P25a. Why did you choose that answer?
	Don't know / Not sure
P26	 How satisfied are you with the variety of entertainment, services, and retail businesses available in Redmond? Very Satisfied Satisfied Neither Satisfied Dissatisfied Very Dissatisfied 26a. What is Redmond missing in this area?
	☐ Very Dissatisfied ☐ Don't know / Not sure
P28	3. Thinking about Redmond's past, how aware are you of the history or historical places of Redmond? Usery Aware Somewhat Aware Not Very Aware Not at All Aware Don't know / Not sure
29.	The following is a list of environmental initiatives the City is working on. Please indicate how important each is to you: Very Somewhat Not Very Not at all Don't Know/
	Important Important Important Important Not sure
A B	Energy conservation and carbon reduction \ \ \ \ \ \ \ \ \ \ \ \ \
С	Sustainable development and green infrastructure
D	Ecosystem conservation and stewardship
30.	How satisfied are you with Redmond's recycling program? ☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied nor Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Very Dissatisfied ☐ Don't know / Not sure
30b	b. How could the City improve its recycling program? ☐ More education or darity on what can be recycled ☐ More opportunities to recycle difficult items (batteries, scrap metal, tires, etc.) ☐ More hazardous waste recycling opportunities ☐ Don't know / Not sure ☐ No improvement necessary ☐ Other (please specify:)
31.	When you think of the types of social services those living in Redmond might need, what services come to mind?
31a	. (Overall) How easy or difficult do you think it is for those living in Redmond to access those social services? Very Easy Somewhat Easy Neither Easy nor Difficult Somewhat Difficult Very Difficult Very Difficult
	☐ Don't know / Not sure
The	ese last questions are to help us group your answers with the answers of other Redmond residents in the study.
32.	What is your age? 33. Are there children under 18 living in your household? ☐ Yes ☐ No
34.	Is your home a ☐ Single Family Residence (includes manufactured or mobile home) ☐ Townhouse or Condominium ☐ Duplex, Triplex, or Apartment
35.	Do you or your family currently own or rent your residence? Own Rent
36.	What is the primary language spoken in your home?
37.	Which best describes your telephone usage? ☐ Cell phone only ☐ Cell phone mainly but have landline ☐ Landline mainly but have cell phone ☐ Use cell phone and landline equally
38.	Please indicate your gender

THANK YOU VERY MUCH! Please return your completed survey in the Business Reply Envelope provided by October 9, 2009